

CLAIMS

What is claimed is:

1. A method of providing customer care within a mobile care framework,
comprising:
 - 5 - capturing device profile data over-the-air from a device agent within a mobile device;
 - correlating the device profile data to a database of known mobile device issues and associated solutions to the mobile device issues; and
 - selectively forwarding to the mobile device over-the-air at least one of the
10 solutions for execution by the device agent.
2. The method of claim 1, wherein the capturing step comprises reading configuration data pertaining to the mobile device.
- 15 3. The method of claim 1, wherein the capturing step comprises reading resident applications in the mobile device.
4. The method of claim 1, wherein the capturing step comprises reading device profile data selected from the group consisting of configuration settings, resident
20 applications, and diagnostic data.
5. The method of claim 4, wherein the diagnostic data comprises diagnostic data selected from the group consisting of make and model of the device, total and available memory, total and available storage, battery life, connection strength, connection
25 settings, user requests, usage statistics, soft reset count, recently used applications, memory heap.

6. The method of claim 1, wherein the device profile data is transmitted over-the-air using GPRS.
- 5 7. The method of claim 1, wherein the device profile data is transmitted over-the-air using at least one protocol selected from the group consisting of GPRS, CDMA, UMTS, iDEN, SMS, WiFi, Bluetooth, and infrared.
8. The method of claim 1, wherein the correlating step comprises automatically
10 selecting one or more solutions from among available application or firmware updates, configuration settings, problem resolutions, and user interface configurations.
9. The method of claim 1, wherein the correlating step further comprises escalating the problem to a second level customer service support bureau.
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10. The method of claim 1, wherein the method is performed at the request of a user of the mobile device.
11. The method of claim 1, wherein the method is performed as a scheduled event
20 automatically by the device agent.
12. The method of claim 1, wherein the method is performed at the request of a customer care center.

13. The method of claim 12, wherein there are a plurality of mobile devices, and the customer care center performs the method for more than one mobile device substantially at the same time.

5 14. A mobile care framework comprising:

- a customer care application;
- a data store accessible by the customer care application;
- an analytics engine for communication between the customer care application and the data store;
- 10 - at least one device agent capable of responding to commands from the customer care application, the device agent being located within a mobile device remote from the customer care application in over-the-air communication with the customer care application;

wherein the customer care application is programmed to use the over-the-air connection

15 to capture device profile data from the at least one device agent for correlation by the analytics engine with a database of known issues and associated solutions in the data store to selectively forward to the at least one mobile device agent at least one solution.

15. The mobile care framework of claim 14, wherein the device profile data is
20 selected from the group consisting of configuration settings, resident applications, and diagnostic data.

16. The mobile care framework of claim 15, wherein the diagnostic data comprises
diagnostic data selected from the group consisting of make and model of the device,
25 total and available memory, total and available storage, battery life, connection strength,

connection settings, user requests, usage statistics, soft reset count, recently used applications, memory heap.

17. The mobile care framework of claim 14, wherein the device profile data is
5 transmitted over-the-air using GPRS.

18. The mobile care framework of claim 14, wherein the device profile data is transmitted over-the-air using a protocol selected from the group consisting of GPRS, CDMA, UMTS, iDEN, SMS, WiFi, Bluetooth, and infrared.

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19. The mobile care framework of claim 14, wherein the analytics engine is programmed to select at least one solution from among available application or firmware updates, configuration settings, problem resolutions, user interface configurations.

15 20. The mobile care framework of claim 14, wherein the device agent comprises an embedded application.

21. The mobile care framework of claim 14, wherein the data store is linked to vendor and community support.

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22. The mobile care framework of claim 14, wherein the customer care application comprises a customer service representative interface.

23. The mobile care framework of claim 14, wherein the analytics engine comprises
25 a rule-based application.

24. A device agent embedded in a mobile device capable of communicating over-the-air with a customer care application within a mobile care framework to provide device profile data relevant to the mobile device, and programmed to receive and execute at least one solution selectively forwarded over-the-air by the customer care application.
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25. The device agent of claim 24, wherein the device agent comprises a user prompt to provide device profile data to the customer care application and receive and execute solutions.
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26. The device agent of claim 24, wherein the device agent comprises a scheduler for timing scheduled provision of device profile data to the customer care application and receiving and executing solutions.